

## ***Build Your Customer Service Skills via LOC Learn***

*Build Core Competencies via LOC Learn* is a series of development tools that map virtual learning resources to the Library's core competencies. This week's competency is "Customer Service." We encourage you to take this opportunity to refresh your skills and abilities, focus on developing yourself, and share these resources with a friend or coworker. Select a learning resource below:

<b>Online Learning Resource</b>	<b>Resource Type, Duration</b>	<b>Speaker</b>	<b>What you will learn:</b>
<a href="#"><u>Extreme Customer Service</u></a>	Video, 6 minutes	Ken Wright	Ken Wright shares stories of extreme customer service. Imagine your best experience as a customer and then deliver that sort of experience to your stakeholders.
<a href="#"><u>Providing Effective Internal Customer Service</u></a>	Course, 30 minutes	N/A	When you do things to help other people within your company do their jobs better, you are providing internal customer service. The quality of that service often has a huge impact on the overall quality of client service (CS) delivered to external customers. You'll learn about the importance of getting to know your internal customers, identifying their expectations of you, and taking action on those expectations. Finally, you'll learn guidelines for providing internal customer service excellence.
<a href="#"><u>Tying Role Clarity to Internal Customer Service</u></a>	Video, 5 minutes	Doug Brown	When two people or groups are in a customer-provider relationship, such as a boss and subordinate or two groups in different silos, let each person or group tell the other what they want and what they don't want. The exercise improves internal customer service.
<a href="#"><u>What Customers Crave: How to Create Relevant and Memorable Experiences at Every Touchpoint</u></a>	Book Summary, 8 Pages	Nicholas Webb	<a href="#"><u>What Customers Crave</u></a> is the definitive guide to helping you determine what your customers want most and delivering memorable experiences they won't soon forget. In this Summary, we discuss the salient points of the book based on our interpretation of its contents.
<a href="#"><u>Rapport Building in Customer Service</u></a>	Course, 28 minutes	N/A	Strong customer relationships are key to projecting service excellence. Building rapport requires knowing your customers, understanding their situations, and providing an empathetic ear for them. In this course, you'll learn how to improve service by building rapport, paying close attention to customer needs, connecting and being positive. You'll also learn how to empathize with customers, reflecting their emotions back to them, and normalizing their difficulties.